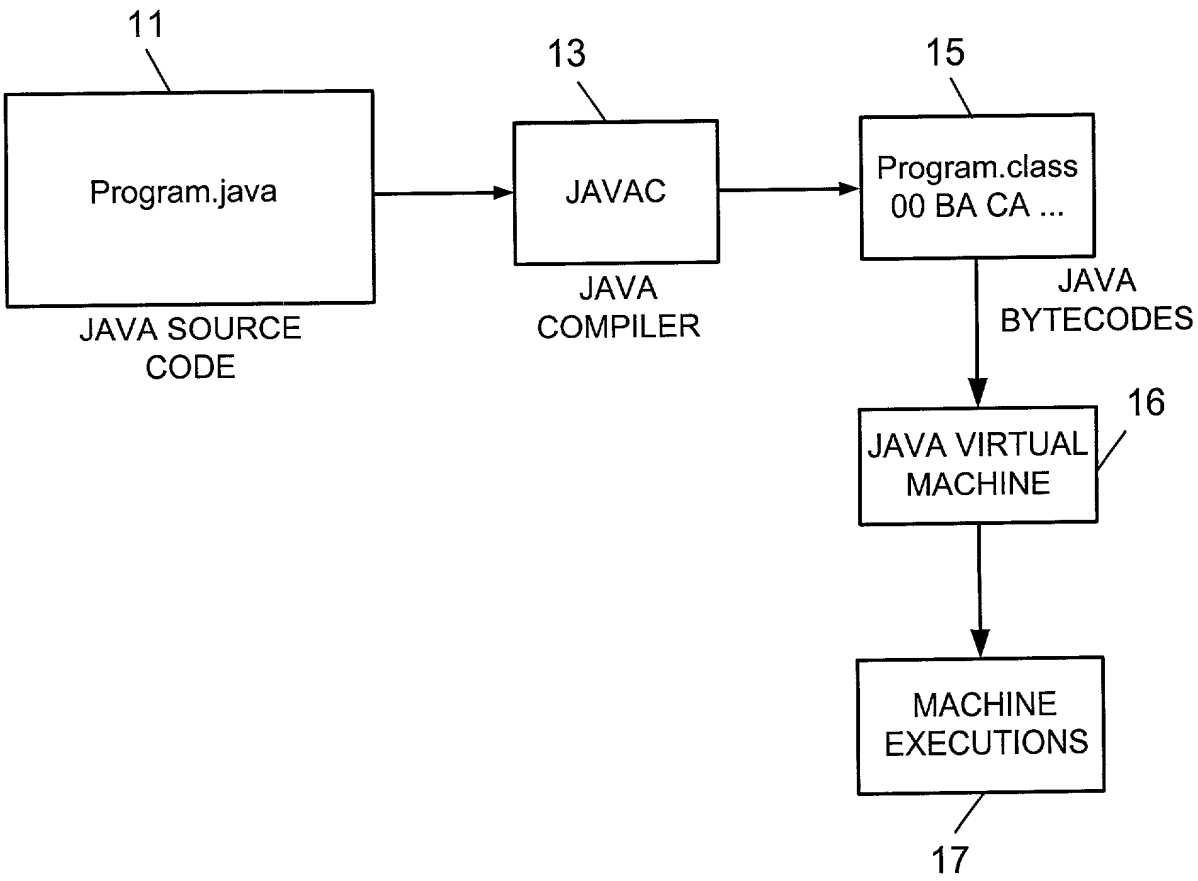

FIGURE 1

(PRIOR ART)

Attorney Docket No. 42390.P4359

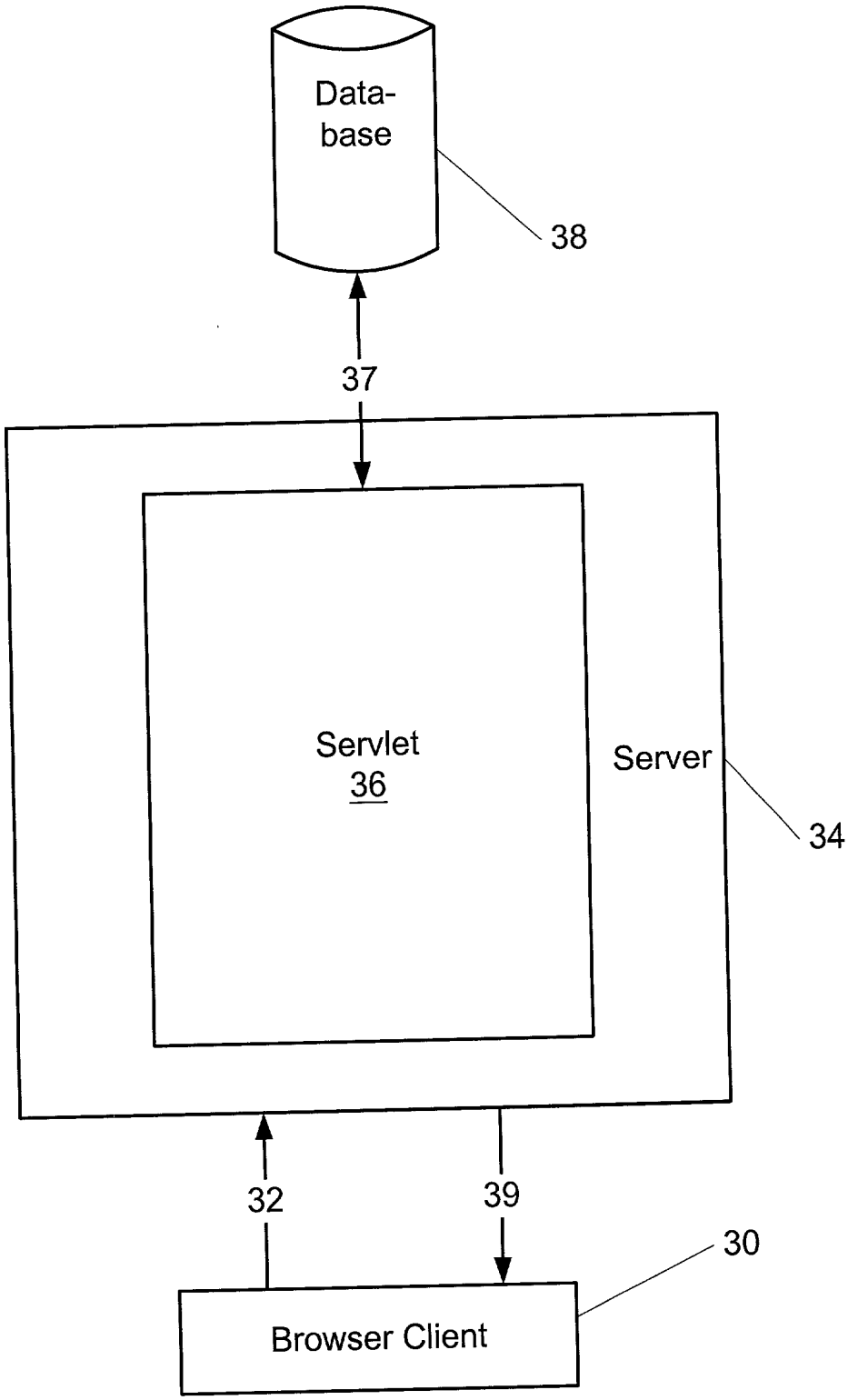

FIGURE 2
(PRIOR ART)

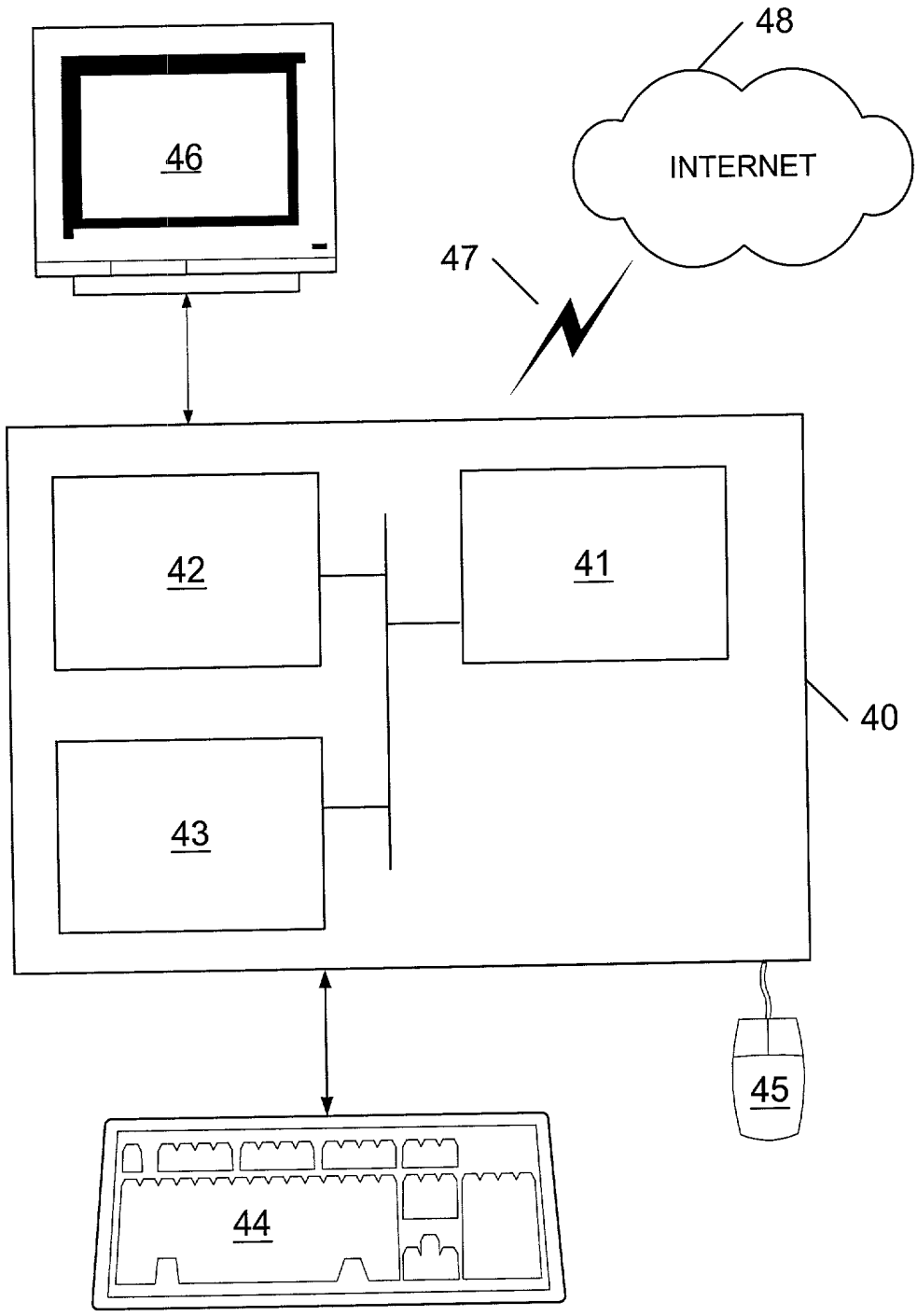

FIGURE 3
(PRIOR ART)

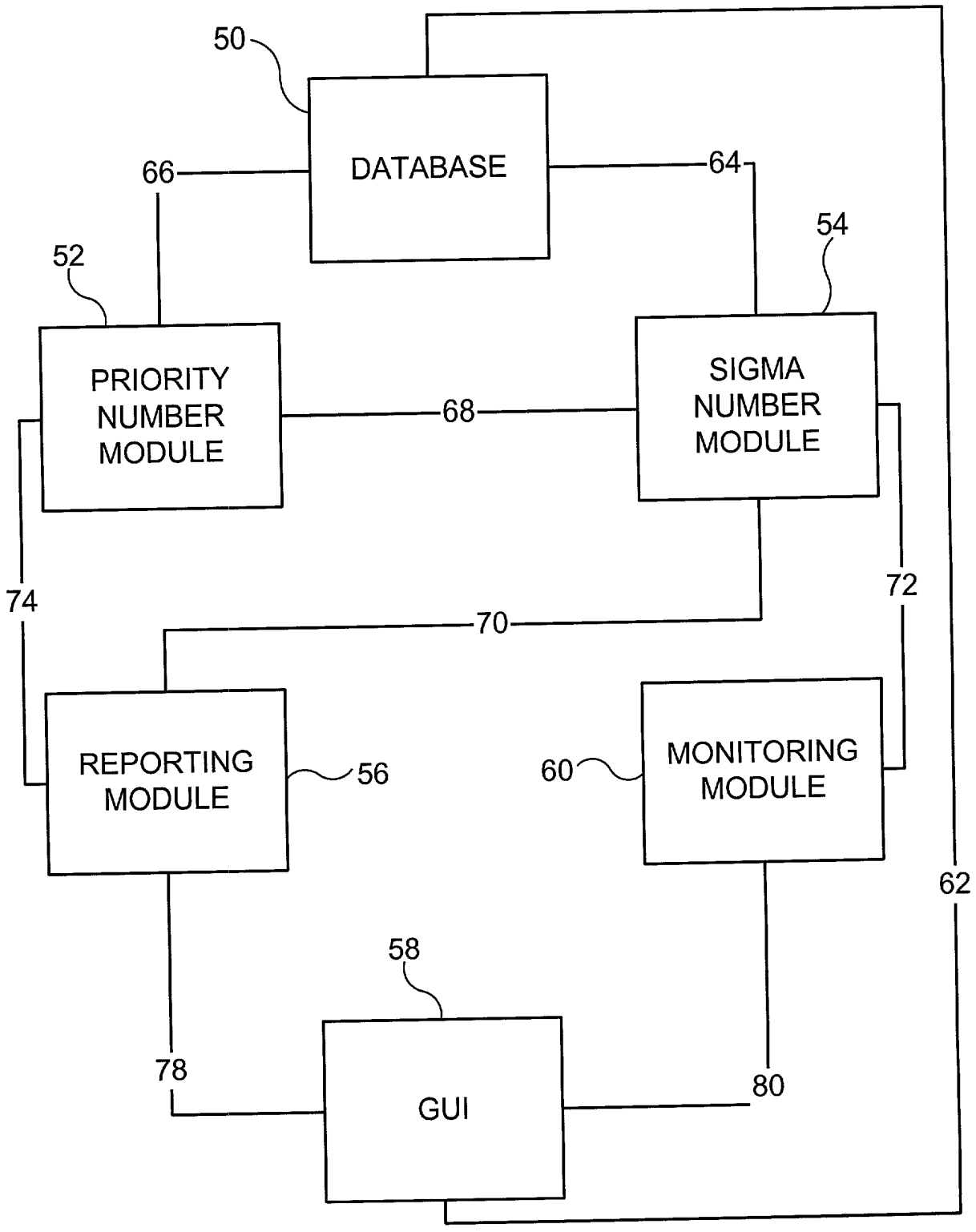
50
DATABASE
66
64
54
52
PRIORITY NUMBER MODULE
68
SIGMA NUMBER MODULE
74
72
70
REPORTING MODULE
56
60
MONITORING MODULE
62
58
78
GUI
80

FIGURE 4

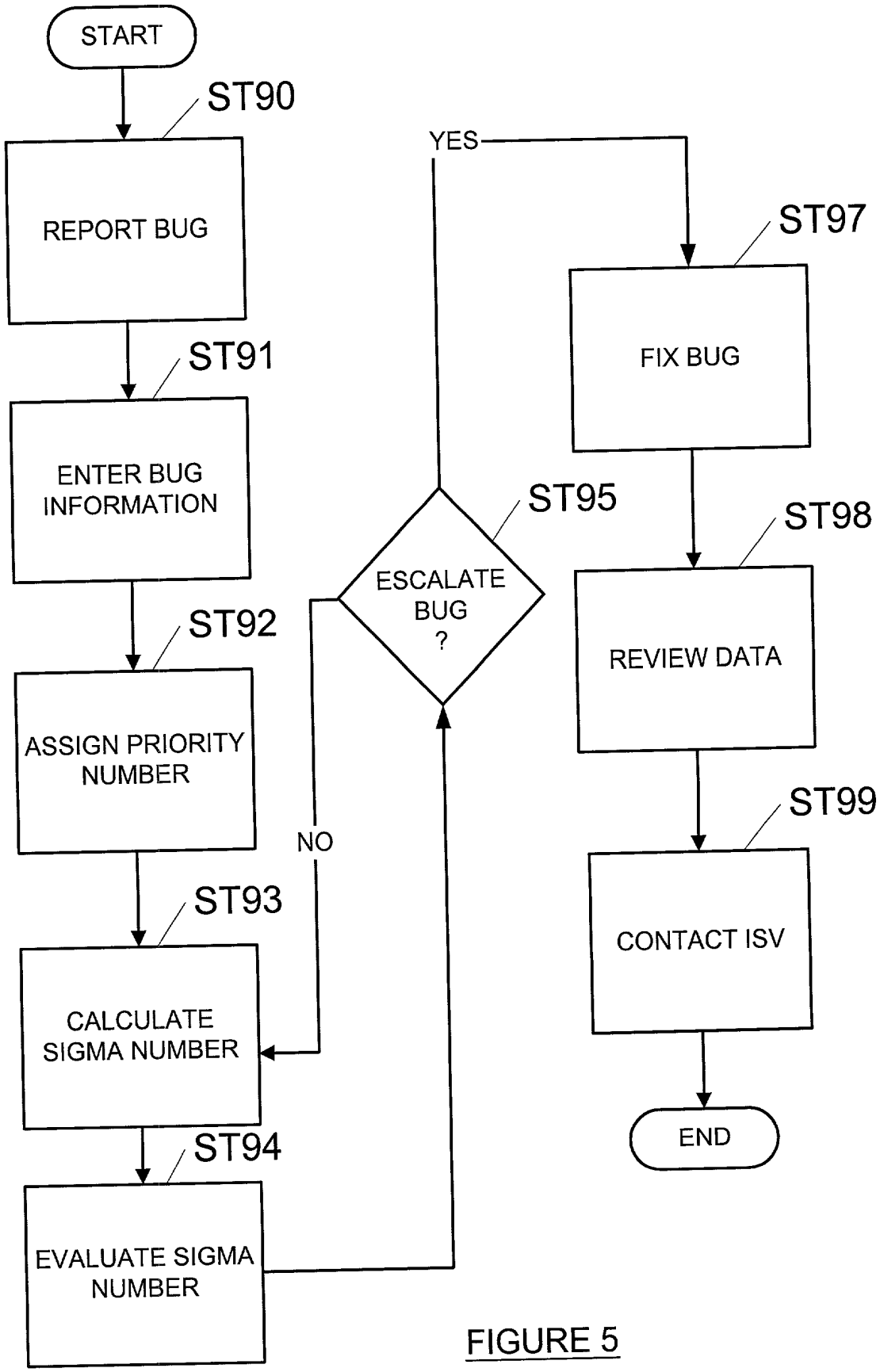
START
ST90
REPORT BUG
ST91
ENTER BUG INFORMATION
ST92
ASSIGN PRIORITY NUMBER
ST93
CALCULATE SIGMA NUMBER
ST94
EVALUATE SIGMA NUMBER
ST95
ESCALATE BUG ?
YES
NO
ST97
FIX BUG
ST98
REVIEW DATA
ST99
CONTACT ISV
END

FIGURE 5

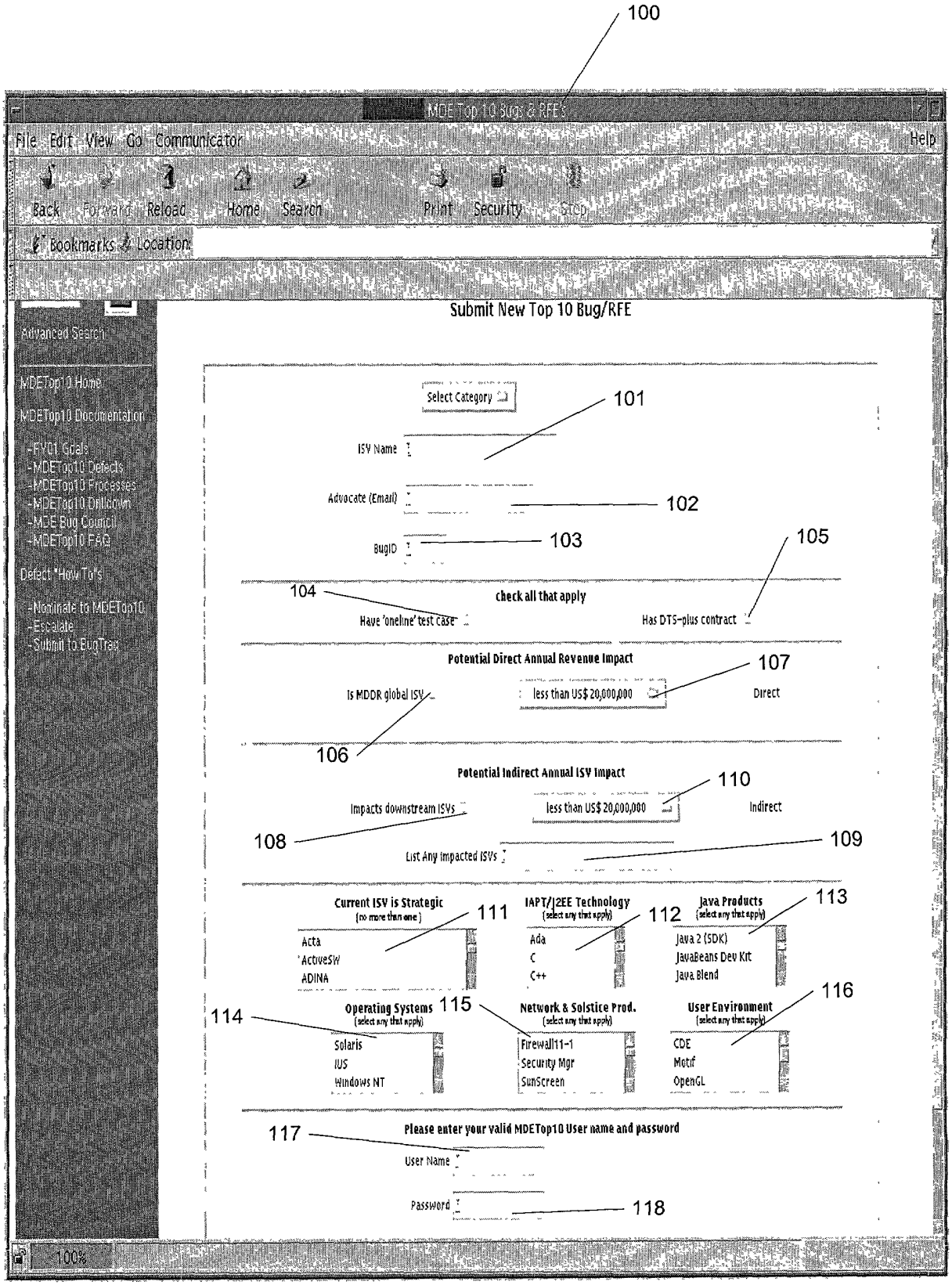
100
MDE Top 10 Bugs & RFEs
File Edit View Go Communicator Help
Back Forward Reload Home Search Print Security Stop
Bookmarks Location:
Advanced Search
MDETop10 Home
MDETop10 Documentation
-FY01 Goals
-MDETop10 Defects
-MDETop10 Processes
-MDETop10 Drilldown
-MDE Bug Council
-MDETop10 F&Q
Defect "How To's
-Nominate to MDETop10
-Escalate
-Submit to BugTraq
Submit New Top 10 Bug/RFE
Select Category
101
ISV Name
Advocate (Email)
102
BugID
103
105
check all that apply
104
Have 'oneline' test case
Has DTS-plus contract
Potential Direct Annual Revenue Impact
107
Is MDDR global ISV
less than US$ 20,000,000
Direct
106
Potential Indirect Annual ISV Impact
110
Impacts downstream ISVs
less than US$ 20,000,000
Indirect
108
List Any Impacted ISVs
109
Current ISV is Strategic
(no more than one)
111
Acta
ActiveSW
ADINA
IAPT/J2EE Technology
(select any that apply)
112
Ada
C
C++
Java Products
(select any that apply)
113
Java 2 (SDK)
JavaBeans Dev Kit
Java Blend
114
Operating Systems
(select any that apply)
Solaris
IUS
Windows NT
115
Network & Solstice Prod.
(select any that apply)
Firewall1-1
Security Mgr
SunScreen
116
User Environment
(select any that apply)
CDE
Motif
OpenGL
117
Please enter your valid MDETop10 User name and password
User Name
Password
118
100%

FIGURE 6

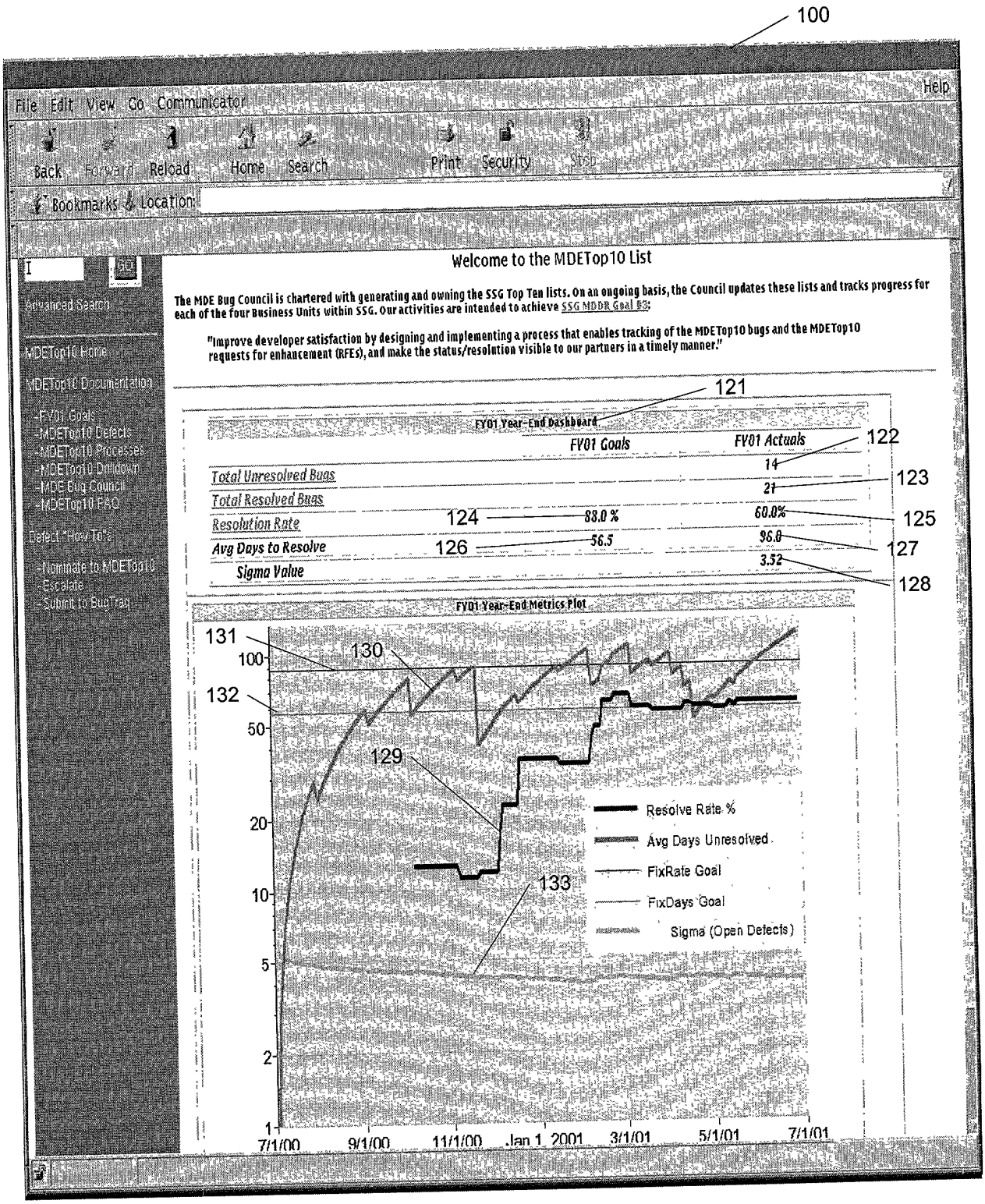
100
File Edit View Go Communicator
Help
Back Forward Reload Home Search Print Security Stop
Bookmarks Location:
Welcome to the MDETop10 List
The MDE Bug Council is chartered with generating and owning the SSG Top Ten lists. On an ongoing basis, the Council updates these lists and tracks progress for each of the four Business Units within SSG. Our activities are intended to achieve SSG MDDR Goal #3:
"Improve developer satisfaction by designing and implementing a process that enables tracking of the MDETop10 bugs and the MDETop10 requests for enhancement (RFEs), and make the status/resolution visible to our partners in a timely manner."
Advanced Search
MDETop10 Home
MDETop10 Documentation
-FY01 Goals
-MDETop10 Defects
-MDETop10 Processes
-MDETop10 Dmitdown
-MDE Bug Council
-MDETop10 FAQ
Defect "How To"s
-Nominate to MDETop10
-Escalate
-Submit to BugTraq
121
FY01 Year-End Dashboard
FY01 Goals
FY01 Actuals
122
Total Unresolved Bugs
14
123
Total Resolved Bugs
21
Resolution Rate
124
88.0 %
60.0%
125
Avg Days to Resolve
126
56.5
96.0
127
Sigma Value
3.52
128
FY01 Year-End Metrics Plot
131
130
132
129
133
100
50
20
10
5
2
1
7/1/00
9/1/00
11/1/00
Jan 1, 2001
3/1/01
5/1/01
7/1/01
Resolve Rate %
Avg Days Unresolved
FixRate Goal
FixDays Goal
Sigma (Open Defects)

FIGURE 7

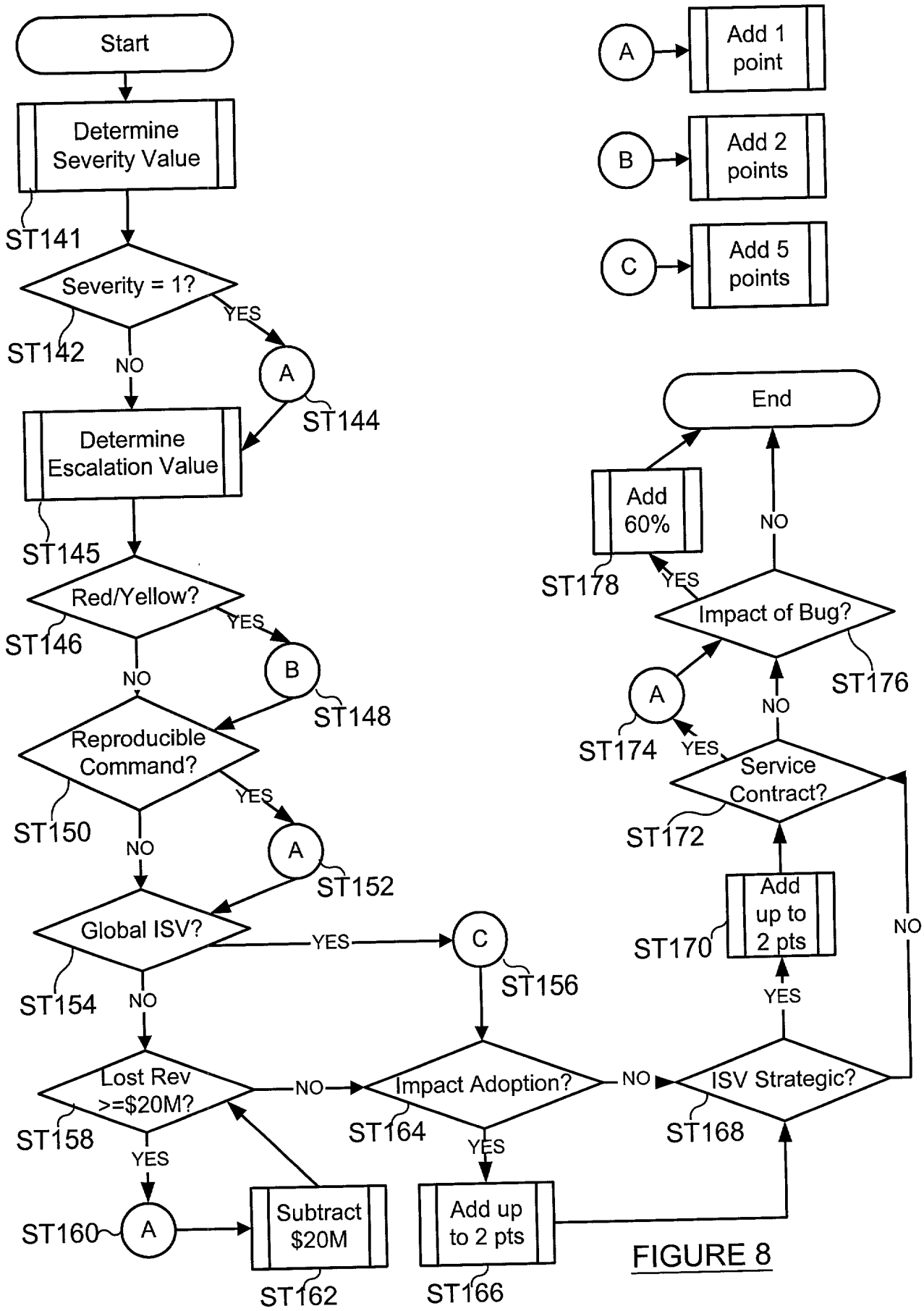
Start
Determine Severity Value
ST141
Severity = 1?
YES
NO
ST142
A
ST144
Determine Escalation Value
ST145
Red/Yellow?
YES
NO
ST146
B
ST148
Reproducible Command?
YES
NO
ST150
A
ST152
Global ISV?
YES
NO
ST154
C
ST156
Lost Rev >=$20M?
NO
YES
ST158
Impact Adoption?
NO
YES
ST164
ISV Strategic?
NO
YES
ST168
A
ST160
Subtract $20M
ST162
Add up to 2 pts
ST166
A
Add 1 point
B
Add 2 points
C
Add 5 points
End
Add 60%
ST178
YES
NO
Impact of Bug?
ST176
A
ST174
YES
NO
Service Contract?
ST172
Add up to 2 pts
ST170
YES
NO

FIGURE 8